

AMENDMENTS

*In the Specification*

Please amend the paragraph beginning on page 20, line 3 with the following:

Examples of tables corresponding to table names in Fig. 2 are provided in U.S. Patent Application Serial No. (~~Attorney Docket No. M-11404 US entitled~~) 09/823,590, "System and Method for Multi-Channel Communication Queuing," which application was filed on the same day and is assigned to the same assignee as the present application and is incorporated by reference herein. It will be noted that, for simplicity of presentation, Fig. 2 does not indicate all of the relationships between the tables, and that many instances of a table may exist for a particular configuration, depending on the number and types of communication channels authorized. Additionally, one skilled in the art will realize that this collection of tables, the parameters included in each table, and the storage space allowed for the parameters, is one example of how the database schema may be configured, and that other suitable arrangements can be used in accordance with the present invention.